Commonwealth Office of Technology

Rated Service Description

Data Communications, Non-mission critical (Cable, DSL, Wireless, other connectivity via	Rate

DC40   Monthly, per WAN Circuit $100

The DC40 rate applies to sites connected via non-traditional connections such as Cable, Digital Subscriber Line (DSL), Wireless, or facilities provided access thru an Internet Service Provider (ISP). The DC40 rate will primarily appeal to smaller Agency field offices, Boards and Commissions, and other sites conducting non-mission critical business enabling connection to Commonwealth information technology (IT) applications and resources in a less costly manner than traditional fully supported COT Enterprise-class network connection.
Non-Mission Critical connectivity from COT offers the features below:

DC40   **Includes the following HARDWARE**

A Router will be provided by COT and a one time charge, dependent on actual equipment used, will be passed thru for the cost of hardware.
COT does NOT provide a modem. (The Cable, DSL or Wireless modem is typically provided by the local service provider, i.e. AT&T, Windstream, Verizon to insure correct operation with their networks.)

DC40   **Includes the following SOFTWARE**
None

DC40   **Includes the following SERVICES**

Access to:
· The Internet
· Email and Global Address Listing (additional client software & licensing required for Full Outlook Client – HTTP Access is also available)
· Dynamic Host Configuration Protocol (DHCP)
· eMARS for Accounting and Procurement
· Agency/Department LAN based systems and servers
· Other servers on the network (with the approval of the agency)
Managed Network Services:
· Router configuration, installation, and support (troubleshooting)
· Enterprise Helpdesk Support for all above services
· Field Services Support for onsite installation/troubleshooting
· Router Repair/Replacement

Security Services:
· High Availability Enterprise Firewalls
· Intranet Firewalls
· Enterprise Intrusion Protection System and Intrusion Detection System
· Content Security Management (CSM) for website and email content protection

DC40   **To Initiate Service or Report a Problem with this service**

Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576
· Toll free support number: 800-372-7434
· Via e-mail CommonwealthServiceDesk@ky.gov

Agency will need to provide a valid billing number and signed EO when requesting new service. Furthermore, requests for change or troubleshooting must include the street address and city, as well as the Default Gateway (if known).

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DC40	Additional Service Clarifications

· Each DSL site must also subscribe to a DSL line speed from one of the three offered on the KIH-2 contract. The monthly costs for the speed offerings are $49.95 for 1.5Mb, $120.00 for 3.0 Mb and $140.00 for a 6.0Mb connection where available. This charge, from the telecommunications vendor; will appear as a pass-through charge on the COT bill.

This new service might provide cost saving opportunities but agencies need to recognize these Non-Mission Critical connections have service limitations including:
   · A connection may work better when you are closer to the provider's central office.
   · The farther away you get from the central office, the weaker the signal becomes.
   · The connection may be faster receiving data than sending data over the Internet.
   · The service is not available everywhere.
   · Carries no guarantee of line speed.
   · Cable, DSL and Wireless services carry no guarantee of service or repair timelines. It is "best effort only". COT offers no service guarantee, as there is none from the vendors. These Non-Mission Critical methods of connectivity do not include a commitment of service from anyone. It is only a "best effort" with no escalation.

· COT will treat all Non-Mission Critical tickets as "Low" priority; which means that all other higher priority tickets will be worked first. Upon ticket assignment, COT will help verify that there is a circuit issue by walking the User through rebooting their Modem and Router and verifying the public Interface on the router is accessible (via pinging the IP Address from the CDC). Once COT has confirmed that the line is the cause, COT will only facilitate alerting (calling) the Telephone Company that the line is down.

· The cost for providing and supporting these services is rolled up into the Agency's monthly bill. Each site connected to COT's network is billed for the following two charges: 1) Data Line, 2) COT Data Communications. The Data Line charge is the contractual amount charged by the Telephone Company to COT based on the speed of the line/service. This cost as well as an additional tax is "passed through" to the Agency as part of each site's monthly bill. The Data Communications (DC) Charge is charged by COT to the Agency to offset support costs associated with each site's access to the COT/KIH-2 network backbone. Each KIH-2 connected device traverses backbone routers and switches, as it makes its way from the Agency supported LAN to the destination network/device such as Internet, Mainframe, Email Servers, etc. This shared infrastructure must be scalable to meet the bandwidth/hardware requirements necessary to support all of the KIH-2 connections. Furthermore, the DC Charges are used by COT offset the costs ass

· Every user connected to COT's network receives access to these and other services, as opposed to COT charging a per user access fee for these services. Therefore, the total COT bill for each site encompasses much more than the actual cost of a data circuit in order to help COT recover the cost related to supporting an enterprise network infrastructure.

· In order to effectively and efficiently extend the network to the remote site, COT also "passes through" the cost of networking equipment (routers, layer 3 switches, etc) to the Agency while retaining ownership of the equipment. This model allows for COT to adequately manage the networking aspects from end-to-end. Additionally, COT provides software and hardware maintenance at no additional charge to the Agency, as part of the DC charges described above. For instance, COT can replace a damaged/defective remote networking device within 24 hours, or update networking code (operating system) in order to fix known bugs at no extra charge, as part of our vendor's maintenance agreement.

· COT is able to purchase networking equipment through our contract from Nortel Networks (and its distributors) at a significant discount. This contract provides a substantial discount to Enterprise Level networking gear approved for use by the Enterprise Standards Committee. The Enterprise Standards Committee is comprised of various Cabinet ITO's, and they are responsible for setting the hardware and software standards for the Commonwealth of Kentucky.